

FILED

OCT 7 2010

Before the Public Service Commission
of the State of Missouri

Missouri Public
Service Commission

Roman Dzhurinskij,
Complainant,

Case No. WC-2010-0215

✓
Missouri-American Water Company
Respondent

Memorandum in support of Complainant's motion in opposition
for summary determination filed by the MAWC.

The MAWC didn't raise issue about backflow water into main, but always claimed I had a leak. It proves, the company is not familiar with their own equipment or tries to mislead customers of being having a leak. A water flow indicator only shows water coming through the water meter and must register water properly. As the MAWC is desperate to prove I have a leak, they try another tactic to lead the MPSC and public to believe I have plumbing problems which endanger their water quality. In my complaint, briefs, and a process of investigation I relied on advice of experts from different fields, and true picture and facts including but not limited to: Neptun Water Meter Manufacturers Expansion tank (Antrol) manufacturer, MAWC engineers, St. Louis County Plumbing Department MO Department of Natural Resources, Licensed Plumbers invited on my property to investigate, one who installed my water heater and more than 20 others who provided me with a broad information, Internet research. Also, 2 MAWC employees, who checked my system and of course, the Staff. None of them ever raised the issue, particularly with my water heater and an expansion tank.

As I can't control water pressure in the main and it fluctuates (shown in the digital graphic recording supplied by the Staff and actually from my faucet) the company can't even submit a small evidence how much it is, admitting or not doing this and not having equipment to monitor it in violation of the Rule 4CSR-240-10(3)(b), including testing their water meter under actual (backflow) conditions.

Also, the company in violation of the Rule 4CSR-240(5); (37)(B) which specifically indicates characteristics of service and equipment, and in fact to order water company to install another meter preventing back flow or one which register back flow. After that, the company will stop claiming that I am a water supplier.

Also, MPSC should order the MAWC to install equipment to monitor and maintain proper water pressure in their pipes and disclose information about their water meters why they don't register water in reverse. No one should pay for the water twice if it's not consumed or leaked. As the company already doesn't claim a leak and I can prove I have no one, plus no usage, the water still remains in main pipes, so I don't have to pay for this. Even if it's not my obligation to prove why the water company meter doesn't register backflow water, and even its cause, I will present this evidence at the hearing and even explain why some customers (as the MAWC employees stated) have this.

I also want to challenge the MAWC policy when they send their employees to customers for investigation without presenting reports later (or hide them from complainants intentionally).

I ask the MPSC, based on the facts, behavior, rules violations presented by the MAWC to consider baseless, meaningless, without merit and proof, and deny the company summary motion entirely and process with hearing.

But I still am open for the meaningful negotiations and settlement (time permits, if the company desires to resolve the impasse. It should be practical and responsible, not just promises not fulfilled later. And both parties should share this.

Respectfully submitted,

10.01.2010

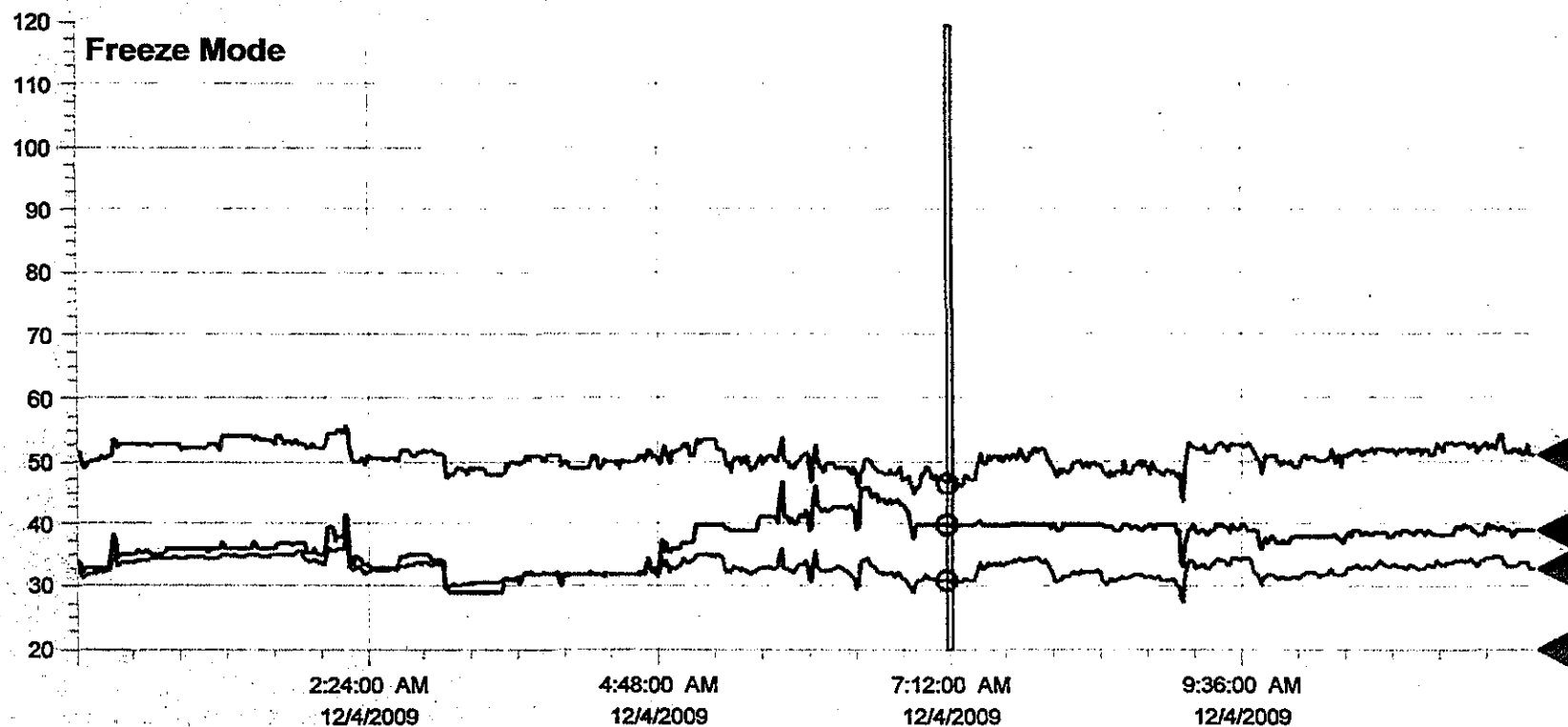
Roman Dzhurinskiy

32 Crabapple Ct.

St. Louis, MO 63132

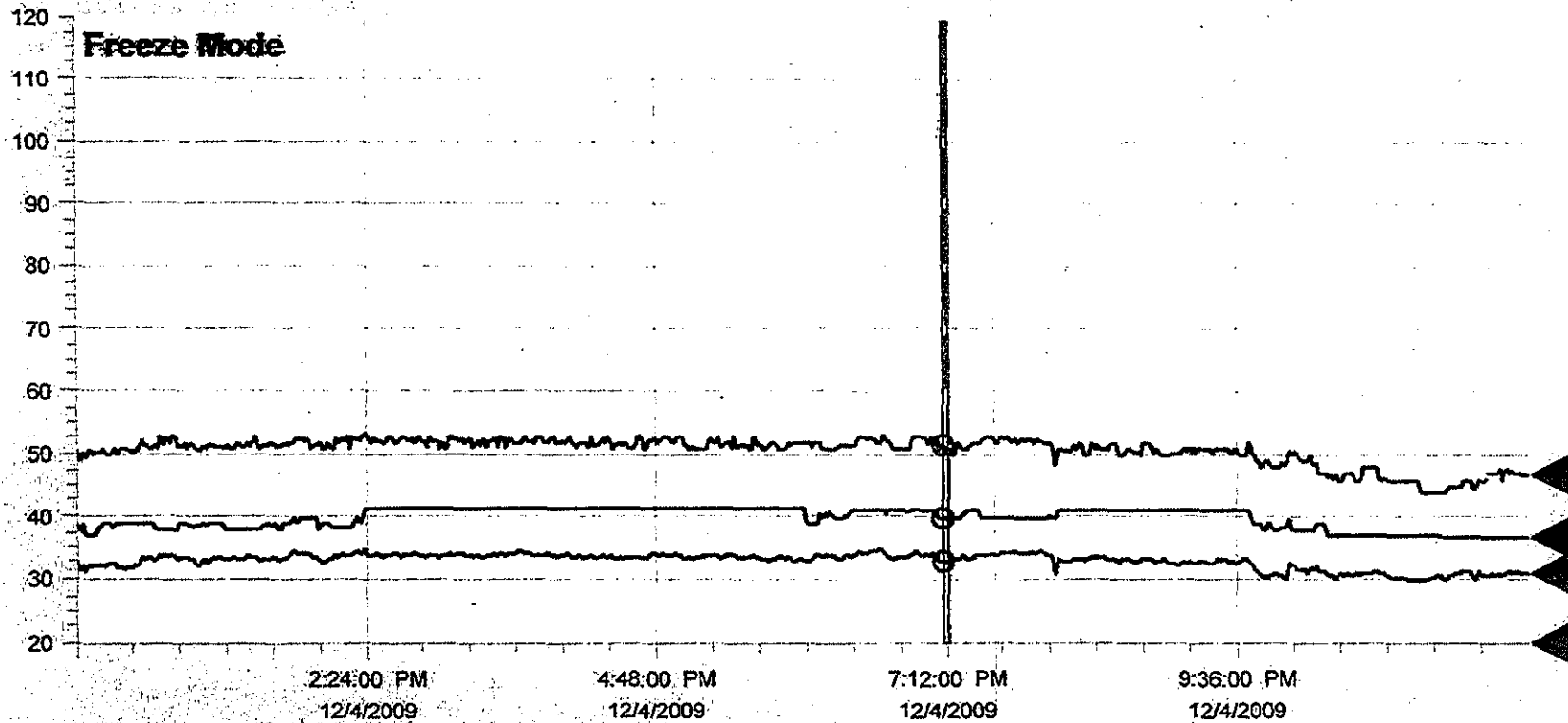
Ph.#. (314) 692-0224

DLCC Stratmann Area Pressures and Building Tempature



Description	Value	Time	Date
STRT DISCHARGE PRESSURE	40	7:10:00 AM	12/4/2009
STRT LADU DISCHARGE PRESSURE	(*)	(*)	(*)
OVLD DISCHARGE PRESSURE	31	7:10:00 AM	12/4/2009
WALT DISCHARGE PRESSURE	47	7:10:00 AM	12/4/2009
LACK DISCHARGE PRESSURE	????	###:###:###	##.##.##

DLCC Stratmann Area Pressures and Building Temperature



Description	Value	Time	Date
STRT DISCHARGE PRESSURE	40	7:10:00 PM	12/4/2009
STRT LADU DISCHARGE PRESSURE	(*)	(*)	(*)
OVLD DISCHARGE PRESSURE	33	7:10:00 PM	12/4/2009
WALT DISCHARGE PRESSURE	51	7:10:00 PM	12/4/2009
LACK DISCHARGE PRESSURE	????	###.##.##	###.##.##

Local Office / MO
314 / 996-2430
Called later 12-18-10.



MISSOURI AMERICAN WATER

High Bill Inspection

Address: # 32 Crabapple CT

Date: 12-4-09

Associate #: 2823

Consent

☐

We found no one home to perform the high bill inspection you requested. Please call our Customer Service Call Center at 1-866-430-0820 (Toll Free) to reschedule a time when someone will be present.

☐

It has been determined that your meter was previously misread or inaccurately estimated. You will receive a corrected bill in approximately 2 weeks. Please disregard current bill.

Timed MTR - 15 min

During our inspection we found the following leaking and/or dripping:

Indoor

☐

Main floor Bathroom

☐ faucet

☐ toilet

☐ shower/tub

☐

Kitchen

☐ faucet

☐ ice maker

☐

☐

Downstairs Bathroom

☐ faucet

☐ toilet

☐ shower/tub

☐

Upstairs Bathroom

☐ faucet

☐ toilet

☐ shower/tub

☐

Misc.

☐ humidifier

☐ hose bib

☐ hot water heater

☐

(Other)

MTR Dr 17-

MTR # 82105025-

9.47.178

10.03.85

Outdoor

☐

Spigot (faucet)

☐ Front

☐ Back

☐ Side

☐

Service Line/Meter Box Piping (see attached notice)

☐ Outlet side

☐

Meter (or other Water Co. owned component)

☐ Outlet side

☐

Possible irrigation system leak (see attached notice)

☐

(Other)

READING

USAGE

READING	USAGE
12-4-09 0093-	2-A
11-13-09 0091-	8-A
8-17-09 0083-	4-A
5-19-09 0079-	5-A
2-18-09 0074-	5-A
11-13-08 0069-	5-A
8-14-08 0064-	5-A

Repaired Items

☐

Appears repairs have been made to the following items:

☐

During our inspection we examined (timed) the meter for signs of movement for _____ minutes. At this time we cannot detect any usage through the meter. It is possible there is an intermittent, slight, or no leak at all.



During our inspection we examined (timed) the meter for signs of movement for 15 minutes. The meter did show registration. This indicates you may have a leak, although we cannot find the cause of the registration. You may want to hire a plumbing contractor to further investigate a possible leak.

7/100 of cubic ft.

☐

We are unable to examine (time) your meter at this time. All water consuming fixtures must be shut off while performing the examination of the meter.



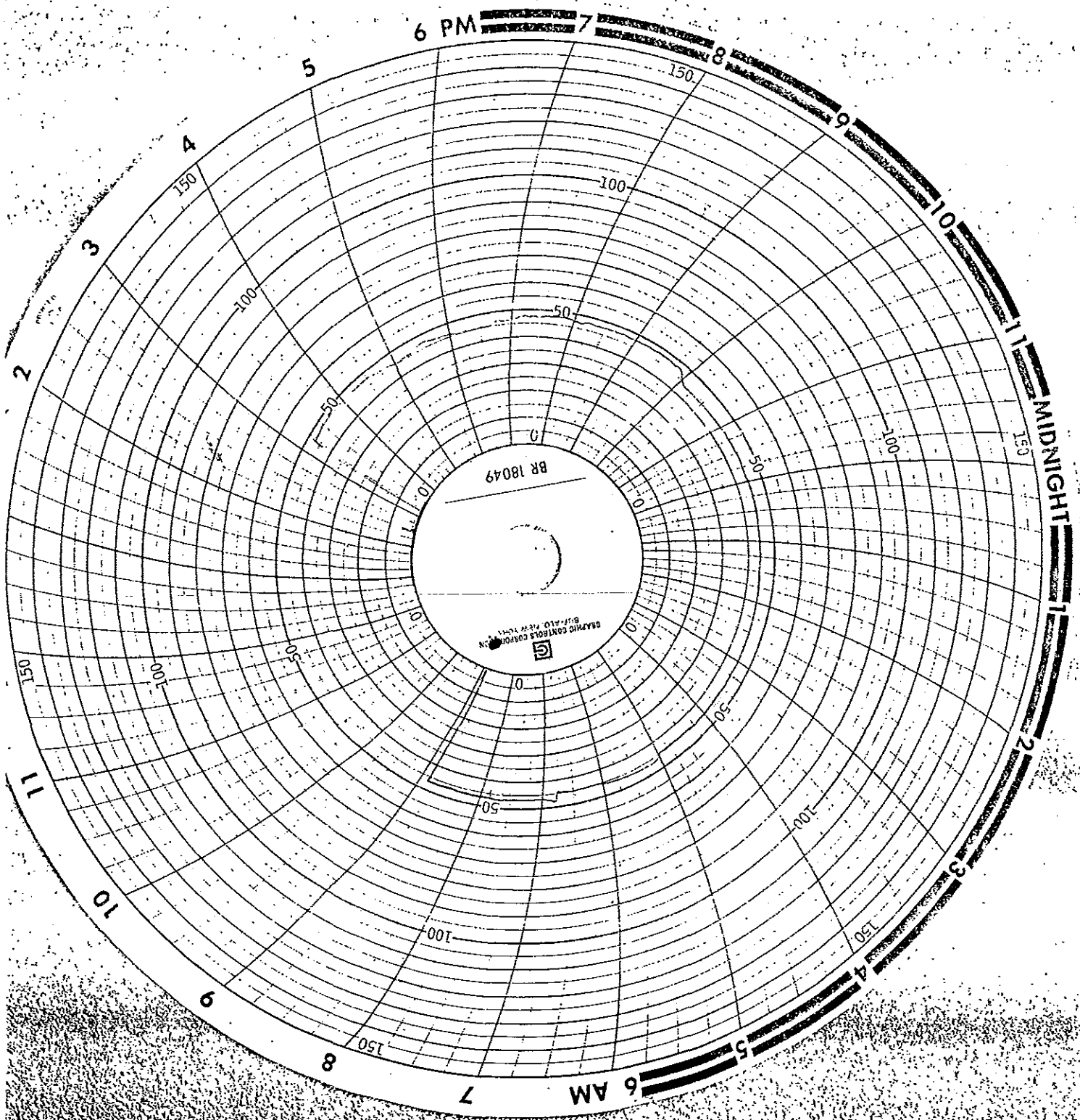
At this time the billed reading has been verified as correct. Please pay current bill. If you have any other information or questions, please call our Customer Service Call Center at 1-866-430-0820 (Toll Free).



(Other) I CAN NOT FIND LEAK WILL SEND CREW TO PUMP OUT BOX

Missouri American Water cannot guarantee the results of a High Bill Inspection. This inspection is intended to find evidence of leaks that would cause an excessive water bill. Some leaks are intermittent and may not become apparent during our investigation. We have many years of experience locating leaks, however you may want to also obtain the services of a licensed plumbing contractor to confirm or investigate for leaks. It is the responsibility of the customer to repair any portion of their service line (excluding the meter). The service line begins at the water main and runs into the building and connects to all your internal piping and fixtures.

copy # 10-00000000



Media Types: F Processing Frequency: Daily Last Select Date: 12/11/2009 Next Select Date: 12/18/2009

Premise: 350185083 Status: Active Service: 32 Crabapple CT
Municipality: Olivette ST LOUIS MO 6313234
Meter Read Route: 340030 Route Read Dates -- Previous: 08/17/2009 Current: 11/13/2009 Next: 02/19/2010 Last Bill: 11/18/2009

Transaction Type	Transaction Date	Transaction Number	Billed Usage	Unit of Measure	Opening Bill	Closing Bill	Days Billed	Sent to Authority
Charge	02/18/2000	3013569	10	100CF			97	
Charge	11/15/1999	3013568	4	100CF			34	

Readings

Meter Number	Meter Sequence	Current Read Date	Current Reading	Previous Read Date	Previous Reading	Current Reading Type	Metered Usage	Unit of Measure
0082105025	1	11/13/2009	91.00	08/17/2009	83.00	Automatic Read	8.00	100CF
0082105025	1	08/17/2009	83.00	05/19/2009	79.00	Automatic Read	4.00	100CF
0082105025	1	05/19/2009	79.00	02/18/2009	74.00	Automatic Read	5.00	100CF
0082105025	1	02/18/2009	74.00	11/13/2008	69.00	Automatic Read	5.00	100CF
0082105025	1	11/13/2008	69.00	08/14/2008	64.00	Automatic Read	5.00	100CF
0082105025	1	08/14/2008	64.00	05/15/2008	59.00	Automatic Read	5.00	100CF
0082105025	1	05/15/2008	59.00	02/15/2008	55.00	Manual Read	4.00	100CF
0082105025	1	02/15/2008	55.00	11/13/2007	50.00	Automatic Read	5.00	100CF
0082105025	1	11/13/2007	50.00	08/16/2007	44.00	Automatic Read	6.00	100CF
0082105025	1	08/16/2007	44.00	05/17/2007	35.00	Automatic Read	9.00	100CF
0082105025	1	05/17/2007	35.00	02/15/2007	30.00	Automatic Read	5.00	100CF
0082105025	1	02/15/2007	30.00	11/13/2006	24.00	Estimated Read	6.00	100CF
0082105025	1	11/13/2006	24.00	08/17/2006	17.00	Automatic Read	7.00	100CF
0082105025	1	08/17/2006	17.00	05/18/2006	4.00	Automatic Read	13.00	100CF
0082105025	1	05/18/2006	4.00	02/28/2006		Automatic Read	4.00	100CF
0000129752	1	02/28/2006	168.00	11/14/2005	162.00	Service Order	6.00	100CF
0000129752	1	02/17/2006	162.00	11/14/2005	177.00	Manual Read	-15.00	100CF
0000129752	1	02/17/2006	177.00	11/14/2005	162.00	Manual Read	15.00	100CF
0000129752	1	11/14/2005	162.00	08/27/2005	158.00	Manual Read	4.00	100CF
0000129752	1	08/27/2005	158.00	05/17/2005	151.00	Telephone - Customer	7.00	100CF
0000129752	1	08/16/2005	151.00	05/17/2005	185.00	Estimated Read	-34.00	100CF
0000129752	1	08/16/2005	185.00	05/17/2005	151.00	Estimated Read	34.00	100CF
0000129752	1	05/17/2005	151.00	02/17/2005	146.00	Manual Read	5.00	100CF
0000129752	1	02/17/2005	146.00	11/12/2004	140.00	Manual Read	6.00	100CF
0000129752	1	11/12/2004	140.00	08/16/2004	136.00	Manual Read	4.00	100CF
0000129752	1	08/16/2004	136.00	05/17/2004	130.00	Manual Read	6.00	100CF
0000129752	1	05/17/2004	130.00	02/19/2004	123.00	Manual Read	7.00	100CF
0000129752	1	02/19/2004	123.00	11/13/2003	118.00	Manual Read	5.00	100CF
0000129752	1	11/13/2003	118.00	08/15/2003	112.00	Manual Read	6.00	100CF
0000129752	1	08/15/2003	112.00	05/19/2003	106.00	Manual Read	6.00	100CF
0000129752	1	05/19/2003	106.00	02/14/2003	100.00	Manual Read	6.00	100CF
0000129752	1	02/14/2003	100.00	11/13/2002	95.00	Manual Read	5.00	100CF
0000129752	1	11/13/2002	95.00	08/15/2002	87.00	Manual Read	8.00	100CF
0000129752	1	08/15/2002	87.00	05/16/2002	80.00	Manual Read	7.00	100CF
0000129752	1	05/16/2002	80.00	02/19/2002	74.00	Manual Read	6.00	100CF
0000129752	1	02/19/2002	74.00	11/13/2001	67.00	Manual Read	7.00	100CF
0000129752	1	11/13/2001	67.00	08/14/2001	59.00	Remote Read	8.00	100CF
0000129752	1	08/14/2001	59.00	05/15/2001	51.00	Remote Read	8.00	100CF
0000129752	1	05/15/2001	51.00	02/13/2001	44.00	Remote Read	7.00	100CF
0000129752	1	02/13/2001	44.00	11/10/2000	37.00	Remote Read	7.00	100CF
0000129752	1	11/10/2000	37.00	08/14/2000	30.00	Remote Read	7.00	100CF